



Aurora Health & Rehabilitation Uses OnShift To Drive Operational Excellence During COVID-19

Key Results

75% increase in employee communications during COVID-19

45% increase in employee satisfaction

Less than 2% overtime YoY

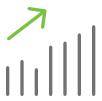
Company Background

Aurora Health and Rehabilitation, part of Vanguard Healthcare Services, LLC, is located in Columbus, Mississippi. They are one of thirteen long-term care communities with 120 beds dedicated to providing long-term care, behavioral health and rehabilitation services to patients. They employ approximately 125 staff members.



The Challenge

Aurora Health and Rehabilitation relied on manual scheduling processes, often resulting in employee overtime, missed shifts and staffing inefficiencies. This led to employee frustration and burnout. Additionally, without a streamlined rewards program and communication platform, employees felt like their efforts weren't noticed and their voice wasn't heard.



Increased Labor Costs & Employee Confusion

- » The scheduler manually created staff schedules, printed them on paper and placed them on a desk for viewing. This led to missed shifts, no-shows, complicated PTO requests and frustrated employees.
- » Employees would swap shifts without involving HR or the community scheduler. This practice caused employee overtime to be as high as 4% and led to unnecessary labor costs.
- » Filling employee call-offs was time-consuming and inefficient, as the community scheduler had to frequently call down a long staff list in an attempt to reach someone to fill the shift.



Low Employee Morale

- » Employees did not feel recognized and complained that they weren't getting the help they needed, especially when having to work on an understaffed day. This often led to employee burnout, poor morale among staff and employees clocking in late.
- » With only a hotline to collect employee satisfaction, HR leaders and managers struggled to see the day-to-day trends of employee morale and satisfaction, leading to employee turnover (and subsequently costly overtime) that would have otherwise been preventable.
- » HR leaders struggled to measure the success of their onboarding and retention efforts. This was especially critical since they faced fierce competition for talent and many employees were approaching retirement.



Strained Communication Between Employees & Management

- » HR leaders struggled to communicate in-person to all 125 workers, especially second and third shifts, due to conflicting schedules. This caused them to have to come in outside of their regularly scheduled shifts to deliver key communications.
- » Employees relied on a phone hotline or informal word of mouth to provide their feedback. This left employees frustrated because they felt like they couldn't constructively and anonymously voice concerns.
- » HR leaders and managers found challenges connecting with younger generations, as they found those employees didn't like to share feedback face-to-face.

The Solution

Aurora Health and Rehabilitation selected OnShift Schedule and OnShift Engage to streamline their scheduling, implement an employee rewards program and improve communication between managers and staff. In addition, OnShift's Customer Success team works with their leadership to help ensure this community reaches its goals through proactive coaching, training and check-ins.



Efficient, Proactive Scheduling

- ✓ With OnShift Schedule, employees can easily access and manage their schedules online or with the mobile app, which reduces missed shifts, employee no-shows and employee frustration around scheduling and PTO requests.
- ✓ With OnShift's predictive analytics and alerts, the scheduler is now proactively notified when employees are about to go into overtime, helping to reduce unnecessary labor expenses.
- ✓ With the click of a button, scheduling managers are now able to instantly message all of their staff at once to fill call-offs instead of calling down a list.



Real-Time Employee Feedback & Rewards Program

- ✓ OnShift Engage automatically rewards points for employee contributions, such as showing up to work and clocking in and out on time, to help ensure employees feel valued, recognized and not burned out.
- ✓ Daily pulse surveys gauge employee sentiment and can mitigate low morale that leads to turnover. This is especially helpful during the COVID-19 pandemic when guidelines and policies change frequently, causing potential employee concerns.
- ✓ The new hire surveys in OnShift Engage allowed the human resources manager to get a baseline of how their onboarding program was performing and implement recommended changes for new hires to help reduce turnover.



Stronger Communication Between Employees & Management

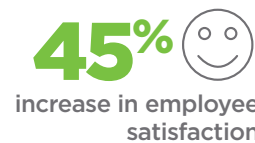
- ✓ OnShift's Customer Success team provided key strategies to help with communication during COVID-19. Leaders were able to use OnShift Schedule to instantly and electronically share policies, procedures, status updates and daily motivational quotes with employees.
- ✓ With OnShift Engage, employees now have a channel to share their comments, with the option to remain anonymous. This helped upper management to quickly uncover and resolve issues, such as complaints about the call-in policy and PPE concerns that otherwise may have led to turnover.
- ✓ Through the help of OnShift's mobile app to manage schedules, quick and easy text communications and frequent pulse surveys, community leadership now can better connect with younger workers.

"OnShift's Customer Success team is wonderful. They are proactive and help us with our daily operations and long-term strategy, which has been a lot lately with the pandemic. We're thankful to have selected a partner who truly understands our needs and helps us thrive."

—Melissa Price, Human Resource Manager & CNA Scheduler

The Results

- **75% increase in messaging to employees** led to increased employee trust and better employee-manager relationships during the COVID-19 pandemic
- **50% increase in time savings** through call-off and open shift management
- **45% increase in employee satisfaction** since implementing OnShift Engage, including stronger relationships with younger workers
- **15% reduction in employee late clock-ins** since implementing OnShift Engage as employees are rewarded for on-time punches
- **2.3% reduction in overtime**, bringing their year-over-year overtime below 2% across the organization
- **Improved employee onboarding experience** by asking for and implementing recommendations from new hires surveys



"Since the pandemic started, we're using OnShift's employee messaging capabilities a lot more now. Our team is able to deliver key COVID-19 updates to staff in a fast, safe and efficient way. I couldn't imagine my job without OnShift." —Melissa Price, Human Resource Manager & CNA Scheduler

